



Center for Veterans Enterprise

Procedure

Determination Letters

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Approval

This Procedure titled “**Determination Letters**” is approved effective **Feb 1, 2013**.

| | | |
|---------------------------|------------|-------|
| _____ | _____ | _____ |
| Task Lead (signature) | Print Name | Date |
| _____ | _____ | _____ |
| QA (signature) | Print Name | Date |
| _____ | _____ | _____ |
| Director, CVE (signature) | Print Name | Date |

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1. Introduction

1.1 Purpose

Ensure that all determination letters are processed in timely and efficient process as well as ensure that there is a systematic approach on how we process and track all disposition letters.

1.2 Scope

This process applies to all determination letters signed by the Director and the Deputy Director.

1.3 Roles

Determination Team Lead is responsible for reviewing, submitting, processing and tracking all determination letters signed by the Director and Deputy Director.

The Determination Team is responsible to assist in reviewing, submitting, processing and tracking all determination letters signed by the Director and Deputy Director.

1.4 Definitions and Acronyms

SDVOSB – Service Disabled Veteran Owned Small Business

VOSB – Veteran Owned Small Business

VIP – Veteran Information Page

VMAIL – VIP Master Inventory List

R4R – Request for Reconsideration

NOVSC – Notice of Verified Status Cancellation

NOPC – Notice of Proposed Cancellation

1.5 References

38 CFR Part 74

Public Law 111-275

AO49 Interim Rule Dated June 27, 2012

1.6 Revisions

| Revision Number | Date of Issue | Author(s) | Brief Description of Change |
|-----------------|---------------|------------------------|-----------------------------|
| 1.0 | Feb 1, 2013 | Determination Team | Initial Release |
| 2.0 | April 8, 2013 | Quality Assurance Team | Update |

2. Determination Letter Processing

2.1 Entry Criteria

Recommendation letter and any supporting documentation from the Evaluation Team to support the issuance of a determination letter.

| Details of Entry Criteria |
|---|
| <ul style="list-style-type: none">• Recommendation letter from Evaluation Team• Supporting documentation |

2.2 Tools Required to Complete Procedure

- VMIL
- VIP

2.3 Inputs

| Input | Detail of Inputs and remarks |
|--|---|
| Recommendation letter from the Evaluation Team | <ul style="list-style-type: none">• Approval• Denial |
| Supporting documentation | <ul style="list-style-type: none">• Applicant Case Files |

2.4 Outputs

| Output | Detail of Outputs and remarks |
|---|---|
| Approval letter | Signed letter by the Director or Deputy Director of CVE |
| Denial letter | Signed letter by the Director or Deputy Director of CVE |
| R4R Letter | Signed letter by the Director or Deputy Director of CVE |
| Simplified renewal letter | Signed letter by the Director or Deputy Director of CVE |
| Simplified reverification letter | Signed letter by the Director or Deputy Director of CVE |
| Notice of Proposed Cancellation | Signed letter by the Director or Deputy Director of CVE |
| Noticed of Verified Status Cancellation | Signed letter by the Director or Deputy Director of CVE |
| Cancellation letter | Signed letter by the Director or Deputy Director of CVE |
| Administrative Withdrawal letter | Signed letter by the Director or Deputy Director of CVE |
| Extension letter | Signed letter by the Director or Deputy Director of CVE |
| Final denial letter | Signed letter by the Director or Deputy Director of CVE |

3. Determination Letters Review Procedure (Steps)

3.1 Determination Letter Review

Receive letters from the Determination Team Supervisor to be reviewed for accuracy of information and format such as:

- Owner name
- Company name
- DUNS number
- Address
- Service connected status (SDVOSB/VOSB)
- Salutation
- Punctuation
- Spacing

3.2 Research

- Step 1** Access the appropriate case file.
- Step 2** Confirm DUNS number to review company profile.
- Step 3** Review and compare the letter information under the Business Information tab of the profile such as correct business name, owner name, spelling and address.
- Step 4** Check and compare the VA Form 0877 form for service connected status of SDVOSB/VOSB as it appears in the determination letter
- Step 5** Review salutation to ensure it is correct (Mr., Mrs., Ms.)
- Step 6** Review each page of determination letter for correct owner's name
- Step 7** Check for correct spacing and punctuation in determination letter
- Step 8** If an error(s) is found, the letter is returned to the Determination Team Lead to have the corrections made
- Step 9** If no errors are found, the letter is processed by the Determination Team.

3.3 Process Letters

- Step 1** Letters are forwarded to the Determination Team to be printed and reviewed by the Team Lead.
- Step 2** The Determination Team does the 2nd review by confirming the correct salutation, DUNS number and address.
- Step 3** The Determination Team also confirms ALL of the appropriate information is completed.
- Step 4** Letters are then forwarded to the Directory or Deputy Director for review and signature.
- Step 5** Signed letters are date stamped, scanned and sent to the Veteran.
- Step 6** Determination letters are filed by the DUNS number and COMPANY NAME (i.e. 123 333 898 John Doe Inc).
- Step 7** Determination letters are also stored by the Determination Type and Month (i.e. Approval, Denial; April, May, June)

3.4 Sample Language for Approval Letter

Please find attached a copy of your determination letter; if you have any questions or concerns, please reference the instructions listed within your letter.

If you have any questions regarding this notice, please contact the person whose email address appears above. This is an automated message.

Best Regards,

Department of Veterans Affairs
The Center for Veterans Enterprise (CVE)
www.vetbiz.gov

3.5 Language for Denial Letter

Good Afternoon,

Please find attached a copy of your determination letter; if you have any questions concerning this determination letter, please contact the Reconsideration Team via email at vacorecons@va.gov.

Also attached is the Verification Assistance Brief (VAB) to assist you with the findings addressed in the determination letter. Additionally, all VAB's can be found at <http://www.va.gov/osdbu/veteran/vapVAB.asp>

Best Regards,

Department of Veterans Affairs
The Center for Veterans Enterprise (CVE)
www.vetbiz.gov

1. Check send to ALL OWNERS and ALL REPRESENTATIVES
2. Click SEND
3. *When processing Initial and R4R Approvals the case will automatically be pushed to the Completed queue and uploaded to 10.4, however this will not be the case for Denials. When processing Denials, PLEASE click SEND COMPLETE after you send the letter, upload to 10.3 and add remark stating the letter was sent to Vet.*
4. *VBA'S WILL BE ATTACHED TO EACH DENIAL LETTER SENT. TYPE OF VBA WILL BE ON ROUTING SLIP. IF VBA INFORMATION IS NOT AVAILABLE, PLEASE SEND BACK!*

3.6 Letters Sent by Email

Notice of Proposed Cancellation

Extension Letter

Withdrawal

LETTERS MUST BE SIGNED AND DATED

1. Determination letters are filed by the **DUNS** number and **COMPANY NAME** in the appropriate folder (i.e. **123 333 898 John Doe Inc**)
2. Letters are stored by Determination Type and Month (i.e. Approval, Denial; April, May, June)
3. Click the **Select** or **Pending** button to open the company profile
4. Click SEND EMAIL on the left side under “back to queue”
1. Type “Notice of Proposed Cancellation Letter” or “New Expiration Date” in the Subject line
2. Select the letter
3. Copy and Paste the language provided below:

3.7 Language for Notice of Proposed Cancellation Letter

Good Morning/Good Afternoon,

Please see attached this Notice of Proposed Cancellation of your verified status and registration in the VetBiz Vendor information pages (VIP) database.

3.8 Language for New Expiration Date Letters

Good Morning/Good Afternoon,

Please see attached this letter regarding your new expiration date.

- Click **Send**

3.9 Language for Withdrawal Letters

Please see attached